

# DISPUTE RESOLUTION

Naviextras is a registered trademark in the following countries: Hungary, USA, Australia, China, Russia, Japan, Korea, Hong-Kong, and in the territory of the European Union.

The registered seat of our Company: NNG LLC Szépvölgyi út 35-37., H-1037 Budapest, Hungary.

If you have any questions, or complaint please contact our support team at <https://www.naviextras.com/shop/portal/support>. After opening the ticket, our colleagues will contact you.

End-user support provided by our Customer Care team as a reply to your individual inquiry are based on the information available to our Customer Care team at the current time. Advice, therefore, is considered neither official product information nor information intended for future publication. Advice contains confidential information and is intended only for the individual named. Duplication or publication of all or any part of the communication is not permitted.

In the event that you are dissatisfied or do not agree with the answer received from our Customer Care team, you may lodge a complaint before:

1. The competent alternative dispute resolution body, which is the **Arbitration Board of Budapest**.  
Address: 1016 Budapest, Krisztina krt. 99.  
Mailing address: 1253 Budapest, Pf.: 10.  
Phone: (1) 488-2131  
E-mail: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)  
Website: <https://bekeltet.bkik.hu/>
2. You may initiate a procedure before the competent **Hungarian Authority for Consumer Protection**.  
Contact details of the authority where NNG is located:  
Budapest Főváros Kormányhivatala  
Address: 1051 Budapest, Sas u. 19. III. em.  
Phone: +36 1 450-2598  
E-mail: [fogyved\\_kmf\\_budapest@bfkh.gov.hu](mailto:fogyved_kmf_budapest@bfkh.gov.hu)  
Website: <https://www.kormanyhivatal.hu/hu/budapest/szervezeti-egyseg/fogyasztovedelmi-foosztaly-2017>
3. If your residence and the seat of our Company is in different countries, but in the territory of the European Union, Iceland or Norway, you submit your legal claims to the **online dispute resolution platform** operated and provided by the European Commission which can be accessed via <http://ec.europa.eu/consumers/odr/> in order to reach an out of court settlement.